Department of Veterans Affairs
Market Research Highlights

- In January 2000 the Department of Veterans Affairs (VA) awarded a contract to KPMG LLP for consulting services supporting the deployment of standard business practices across the agency. The Integrated Financial and Logistics Management Standards (IFMS) project will replace VA's Financial Management System including acquisition and materiel management functions. IFMS will initially focus on core financial and logistics processes spanning administration and staff offices. A solicitation for the implementation of the IFMS system is planned for September 2000, with rollout planned for 2002. VA could benefit from vendors with expertise in program management and acquisition. FMSSC could offer assistance in expediting vendor relationships to facilitate the procurement process for the VA.

  (See the "Trade Press Articles" tab.)

- In August 1999 the VA, DoD and the Indian Health Service started implementation of the Government Computer-based Patient Records (GCPR) program. GCPR will share military, veterans and Indian health records through the use of a Web search system riding on a distributed-object backbone. The three agencies keep original records in their own databases and GCPR will search for, retrieve and display these records in a standard format. Litton/PRC was tasked with integration work under the DoD D/SIDDOMS II contract. The VA could benefit from vendors with expertise in information systems analysis and advisory services to further integrate the VA's patient records management systems at the national and VISN levels

  (See the "Trade Press Articles" tab.)

  A GAO report in March of 1999 suggested that processes used by the Veterans Benefits Administration (VBA) to approve and disburse entitlements to veterans could be updated. The GAO commented that updated processes could help the VBA in providing accurate and reliable data collection methodologies to produce data. The VBA could benefit from vendors with expertise in computer systems, databases, and data storage capabilities. The VBA could also benefit from vendors with expertise in information collection and management systems, and alternative methods of facilitating entitlement

approval and disbursement, including the use of integrated administrative
systems.

(See the "GAO Reports" tab.)

- The GAO has commented that the VA's operational controls over direct loan
  and loan sale activities could benefit from vendors with expertise in
  developing a loan origination database to facilitate the control environment for
  loan assets. A loan origination database could assist the VA in forecasting
  cash flows and reconciling cash receipts, disbursements, and loan activity with
  servicer records. Such a database could also help in confirming the validity
  and accuracy of collections and disbursements reported by bank statements,
  lockbox statements, and tax invoices. VA could also benefit from vendors
  with expertise in VA applications and/or integrated systems to process and
  monitor loan activities and facilitate open communications among the VA, its
  contractors, and its partners.
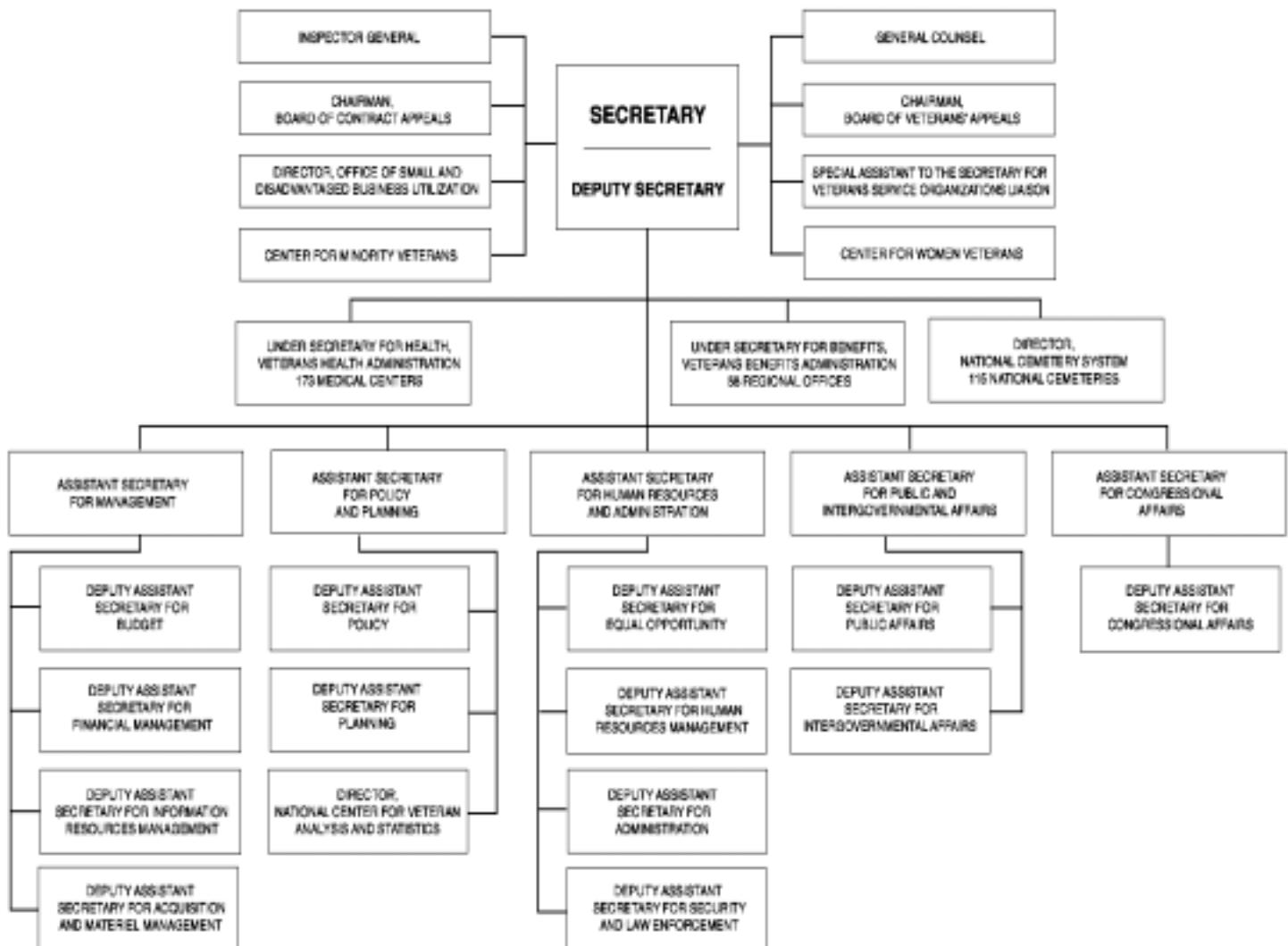
  (See the "GAO Reports" tab.)

- Much of the VBA's information infrastructure has been used for more than 20
  years. Honeywell installed the Benefits Delivery Network (BDN) in the late
  1970s. BDN is a mainframe application that has transitioned from batch
  claims processing to on-line transaction processing. Wang VS systems were
  introduced in the early 1980s to support office automation and certain local
  applications such as loan processing. The VA deployed LANs and
  workstations from 1993 to 1995, and began to integrate these LANs with the
  existing base of terminal and minicomputer devices. The VA could benefit
  from vendors with expertise in assessing enterprise applications. Then vendors
  could offer recommendations for the upgrade or replacement of legacy
  systems.

  (See the "IT Strategic Plan" tab.)

- The VA intends to consolidate all major debt programs into a centralized,
  automated debt collection system. This system will most likely be managed
  and operated by the Veterans Benefits Administration's Debt Management
  Center (DMC) that also operates a centralized automated collection system.
  The VA could benefit from vendors with expertise in systems analysis,
  selection, and implementation to ensure a smooth consolidation and migration
  of debt management operations at DMC.

(See the "Congressional Testimony" tab.)

Department of Veterans Affairs
Agency Overview

The Department of Veterans Affairs operates programs to benefit veterans and members of their families. Benefits include compensation payments for disabilities or death related to military service; pensions; education and rehabilitation; home loan guaranty; burial; and a medical care program incorporating nursing homes, clinics, and medical centers. The Department of Veterans Affairs is comprised of three organizations that administer veterans

programs: the Veterans Health Administration, the Veterans Benefits Administration, and the National Cemetery Administration.

The Veterans Health Administration (VHA) provides hospital, nursing home, domiciliary care, and outpatient medical and dental care to eligible veterans. The VHA operates 173 medical centers, 39 domiciliaries, 376 outpatient clinics, 131 nursing homes, and 205 Vietnam Veteran Outreach Centers in the United States, Puerto Rico, and the Republic of the Philippines.

The Veterans Benefits Administration (VBA) conducts an integrated program of veterans benefits. It provides information, advice, and assistance to veterans, their dependents, beneficiaries, representatives, and others applying for VA benefits. The VBA also cooperates with the Department of Labor and other Federal, State, and local agencies in developing employment opportunities for veterans and providing assistance in resolving socioeconomic, housing, and other related problems. In addition, the VBA provides information regarding veterans benefits to various branches of the Armed Forces.

The National Cemetery Administration (NCA) provides services to veterans, active duty personnel, reservists, and National Guard members with 20 years of qualifying service by operating national cemeteries; furnishing headstones and markers for the graves of US veterans worldwide; awarding grants to aid States in establishing, improving, and expanding veterans cemeteries; and serving as the operations element for the Presidential Memorial Certificate Program.

Department of Veterans Affairs
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Department of Veterans Affairs
Systems Overview

- Automated Management Application System (AMAS)

  AMAS is a centralized automated system that provides users with on-line access for input and adjudication of headstone and monument applications; input of contractor proposals for the award of manufacturing contracts; and the consolidation/ordering of approved monument applications for electronic data transmission to manufacturers. AMAS runs on a Honeywell DPS 6 computer hosting a DM-IV database operating in COBOL.

- Benefits Delivery Network (BDN)

  BDN allows users to exchange information regarding veteran benefits between VA Regional Offices and the VA Central Office, among the VA Regional Offices, and between VBA elements. BDN is administered by the VBA Chief Information Officer. BDN runs on a Honeywell mainframe computer hosting a DM-IV database operating in COBOL.

- Burial Operations Support Center (BOSS)

  BOSS provides benefit delivery automation support to NCA facilities nationwide to automate all manual, paper intensive record keeping information and forms processing associated with interments. BOSS integrates NCA processing with VBA and VA IRM systems throughout the country. BOSS runs on a DEC server hosting an Oracle relational database.

- Computerized Patient Record (CPRS)

  CPRS is a system that is still in the implementation stage. CPRS will organize and present all relevant patient data in a way that directly supports clinical decision-making. In essence, CPRS is the VA's version of the electronic patient record.

- Decision Support System (DSS)

  DSS is an executive information system that provides data on patterns of care and patient outcomes linked to resource consumption and costs associated with

healthcare processes. DSS is administered by the VHA CFO and is used by all VA Medical Centers. DSS runs on an IBM mainframe hosting a Model 204 database.

- Financial Management System (FMS)

  FMS is the VA's primary core accounting and financial information system. FMS provides basic accounting functions for funds control and budget execution, such as accounts receivable/payable, general ledger and funds management. The baseline system of FMS is a COTS product from American Management Systems (AMS).

- Master Veteran Record (MVR)

  MVR is a VA corporate initiative that will permit the sharing of information about veterans and their survivors across VA program lines. MVR is being developed by the Austin Automation Center through the use of Web-enabling technology.

- HRLINK$

  HRLINK$ is the VA's integrated human resources and payroll system. HRLINK$ encompasses personnel and payroll transactions, related accounting for payroll, and personnel statistical information. HRLINK$ is the replacement for the PAID system. HRLINK$ is administered by the Austin Automation Center (AAC). The system runs on a Compaq Digital AlphaServer 1200 using Tru64 Unix hosting a PeopleSoft HRMS 7.01 application for the Federal Government. The AAC has opened this system to other Federal agencies in an effort to compete directly with the Agriculture Department's National Finance Center in New Orleans. HRLINK$ customers include the Federal Energy Regulatory Commission, the Smithsonian Institution, the Federal Mediation and Conciliation Service, the Library of Congress, the Architect of the Capitol, the National Transportation Safety Board, the Office of Compliance, and many others.

- Veterans Appeals Control and Locator System (VACOLS)

  VACOLS is the appellate tracking system used by the Board of Veterans' Appeals (BVA). VACOLS provides desktop automation in support of the

BVA's mission of producing decisions on appeals for veterans benefits. VACOLS runs on a DEC server hosting an Oracle relational database.

- Veterans Health Information Systems and Technology (VISTA)

  VISTA is the VHA's main healthcare information system. It encompasses the Decentralized Hospital Computer Program (DHCP), as well as the complete information environment at VA medical facilities providing clinical and administrative applications, workstations, and personal computers with graphical user interfaces.

- Compensation and Pension System (C&P)

  C&P automates claims processing and benefits administration for disability, death compensation, and pension benefits. C&P is used by all VA Regional Offices. C&P runs on a Honeywell mainframe computer hosting a DM-IV database operating in COBOL. C&P is slated for replacement by FY 2005.

- Centralized Accounts Receivable System/Centralized Accounts Receivable Online System (CARS/CAROLS)

  CARS/CAROLS is a system that assists in the collection of debts owed by veterans or their beneficiaries for VBA programs. CARS/CAROLS is administered by the VBA CIO. CARS/CAROLS runs on an IBM mainframe computer hosting an ADABAS database operating in COBOL.

- Computer Assisted Payment Processing System (CAPPS)

  CAPPS is a national system that matches purchase orders, invoices, and receiving reports, and authorizes payments to vendors. CAPPS runs on an IBM mainframe computer hosting an IDMS database operating in COBOL.

- Resource Planning and Management (RPM)

  RPM is a system that uses historical hospital workload and cost trends to allocate individual hospital operating budgets. RPM is administered by the VHA CFO. RPM runs on a VAX cluster hosting an Oracle relational database.

- Cost Distribution Report (CDR)

CDR is a medical cost accounting system employed by all VA Medical Centers. CDR is also capable of producing national reports. CDR is administered by the VHA CFO and runs on an IBM mainframe computer hosting an IDMS database operating in COBOL.

Department of Veterans Affairs
Systems and Budget Data

Department of Veterans Affairs Information Systems Budget								
Information System	**FY1998**			**FY1999**			**FY2000**		
	M/D/E*	SS*	Sum*	M/D/E*	SS*	Sum*	M/D/E*	SS*	Sum*
Mission Area 1: Financial Management									
1st Major Financial System (VISTA)	35	53	88	37	55	92	42	63	105
2nd Major Financial System (DSS)	0	29	29	2	27	29	0	15	15
3rd Major Financial System (HEC)	0	9	9	0	7	7	0	7	7
4th Major Financial System (HAC-Health Adm Ctr/CHAMPVA/Fee	0	1	1	0	1	1	0	1	1
5th Major Financial System (Automated Allotment Control System)	0	0	0	0	0	0	0	0	0
6th Major Financial System (Cost Distribution Report)	0	0	0	0	0	0	0	0	0
7th Major Financial System (Allocation Resource Center)	0	4	4	0	4	4	0	4	4
8th Major Financial System (Franchise Fund-Fee Basis)	0	0	0	0	0	0	0	0	0
9th Major Financial System (Franchise Fund-CCP/Copay-Pharmacy Mailouts)	0	3	3	0	3	3	0	4	4
10th Major Financial System (Compensation and Pension)	9	36	45	8	40	48	10	39	49
11th Major Financial System (Education)	2	7	9	2	10	12	1	9	10
12th Major Financial System (Insurance)	1	5	6	1	6	7	0	6	6
13th Major Financial System (Loan Guaranty)	3	7	10	2	9	11	4	9	13
14th Major Financial System (Voc. Rehab. & Counseling)	1	2	3	0	3	3	0	3	3
15th Major Financial System (Financial Management System)	0	14	14	0	17	17	0	16	16
16th Major Financial System (PAID - Payroll)	1	0	1	1	0	1	1	0	1
17th Major Financial System (HRLINK$ - Payroll)	8	0	8	11	0	11	11	0	11
18th Major Financial System (Veterans Canteen Service)	0	1	1	0	1	1	0	1	1
All other Financial Management	0	0	0	1	0	1	1	0	1
Mission Area 2: Medical Care System									

Department of Veterans Affairs Information Systems Budget								
Information System	**FY1998**			**FY1999**			**FY2000**		
	M/D/E*	SS*	Sum*	M/D/E*	SS*	Sum*	M/D/E*	SS*	Sum*
1st Major Medical Care System (VISTA)	82	123	205	85	128	213	98	148	246
2nd Major Medical Care System (Enrollment)	3	13	16	10	0	10	1	12	13
3rd Major Medical Care System	4	0	4	0	0	0	18	0	18
4th Major Medical Care System (DSS)	0	16	16	1	15	16	0	15	15
5th Major Medical Care System (G-CPR)	1	0	1	10	0	10	15	0	15
All Other for Mission Area	0	170	170	0	334	334	0	322	322
Mission Area 3: Medical Research									
1st Major Medical Research System	0	1	1	1	1	2	0	1	1
All Other for Mission Area	4	5	9	4	5	9	4	6	10
Mission Area 4: Compensation & Pensions									
1st Major Compensation & Pensions System	6	24	30	5	27	32	7	26	33
Mission Area 5: Education									
1st Major Education System	1	5	6	1	7	8	1	6	7
Mission Area 6: Insurance									
1st Major Insurance System	0	3	3	0	3	3	0	3	3
Mission Area 7: Loan Guaranty									
1st Major Loan Guaranty System	1	5	6	1	6	7	3	6	9
Mission Area 8: Voc. Rehab. & Counseling (VR&C)									
1st Major VR&C System	0	2	2	0	2	2	0	1	1
Mission Area 9: Burial									
1st Major Burial System	0	1	1	0	0	0	0	0	0
2nd Major Burial System	0	0	0	0	1	1	0	1	1
Mission Area 10: Human Resources									
1st Major Human Resources - PAID (HR)	0	3	3	0	3	3	0	3	3
2nd Major Human Resources - HR LINK$ (HR)	25	0	25	34	0	34	31	0	31
Total	**187**	**542**	**729**	**217**	**715**	**932**	**248**	**727**	**975**

* M/D/E = Modernization/Development/Enhancement; SS = Steady State; Sum = M/D/E + SS.

Department of Veterans Affairs Information Systems Budget									
Information System	**FY1998**			**FY1999**			**FY2000**		
	M/D/E*	SS*	Sum*	M/D/E*	SS*	Sum*	M/D/E*	SS*	Sum*

Department of Veterans Affairs Systems and Applications**		
Number of Operational Agency Financial Management Systems	**Number of Operational Agency Financial Management Applications**	**Number of Applications in Development or Phased Implementation**
23	57	4

Department of Veterans Affairs Operational Agency Applications**												
Application Type												
Acquisition	**Budget Formulation**	**Core Financial**	**Travel**	**Payroll Personnel Civilian**	**Payroll Personnel Other**	**Labor Distribution**	**Inventory Property**	**Inventory (Held for Sale)**	**Revenue**	**Loan**	**EIS**	**Other**
1	0	4	2	3	0	0	4	0	0	6	1	36

** According to a 1998 CFO Council report. Operational agency applications omit systems in development.